

Public Works

City of Newton Performance Management Scorecard

January 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric		Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.									
% of projects under budget	Keep 100% of project under budget	100	100	95		100	98		
% of projects on schedule	Keep a mininum of 90% of projects on schedule	78	90	90		79	85		
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.									
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	64	64	80		67	83		
Total water meter transmitters replaced	Monthly progress targets	N/A	25000	24254		N/A	N/A	N/A	
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	100	193		N/A	N/A	N/A	
3. Maintain public streets and sidewalks in a safe and passable condition.									
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	121	100	140		116	140		
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	94	90	92		95	92		
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	497	497	20		491	20		
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	94	95	74		84	90		
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	45	95	98		77	85		
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.									
Trash tonnage (total)	Monthly progress targets	N/A	1502	1644	1644	12367	12010		
Recycling tonnage (curbside only)	Monthly progress targets	N/A	809	987	987	6641	6644		
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	37%	35%	38%		35%	35%		
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.82	99.50	99.97		99.88	99.89		
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.88	99.50	100.00		99.92	99.95		

Notes